

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-10 21-03-03

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
4	3	1	Fail	1

Step No:1

Step Description: Click On Add Icon on right corner

Expected Result: Click On Add Icon on right corner

Actual Result: The Element: ClickonAddIcon is clicked

Status: Pass

ORACLE Service Cloud

Reference #

California Federation

Incident

Contact

Organization

Task

Save Save & Close Refresh New Print

Summary Contacts Opportunities Notes Tasks Incidents Hierarchy Attachments Audit Log

Organization Name * California Federation

State * Service X Outreach X Opportunities X

Billing 2075 Black Oak Hollow Road1
San Jose1 CA United States (US) 95114

Salesperson Sys Agent

Login

Password

SLAs (no SLAs available to add)

Step No:2

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: ClickonIncident is clicked

Status: Pass



Step No:3

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: EnterSubject doesn't exist

Status: Fail

The screenshot displays the Oracle Service Cloud interface for an incident management system. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is present. Below this, a breadcrumb trail shows 'California Federation' and '200810-000062'. A toolbar contains buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary' as the active tab, with other tabs including 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab contains a form with the following fields: 'Subject' (text input), 'Reference #' (text input with value '200810-000062'), 'Status' (dropdown menu with 'Open' selected), 'Assigned' (dropdown menu with 'Agent Access > Sys Agent' selected), 'Disposition' (dropdown menu with '[No Value]' selected), 'Contact' (dropdown menu with '[No Value]' selected), 'Organization Name' (text input), 'Product' (dropdown menu with '[No Value]' selected), and 'Category' (dropdown menu with '[No Value]' selected). The right sidebar contains a search icon and a list icon.

